

MEMORANDUM

TO: Workforce Investment Board Directors
Career Assistance Program (CAP) Coordinators

FROM: Dawn R. Busick, Director

DATE: January 7, 2009

SUBJECT: Information on the CAP Section of WorkSmart

This memorandum provides a current summary of CAP information available on WorkSmart. Since WorkSmart's inception, the Division of Workforce Development Central Office CAP unit has been adding and updating CAP information on the website. This website should be visited frequently by everyone who serves CAP clients to ensure compliance with appropriate regulations and policies.

The majority of the information contained on the website is unsecure, so anyone can access it without logging on. The secure items (noted below) require login. If someone needs access to the secure portion, please send an email to Jeriane Jaco at jeriane.jaco@ded.mo.gov and Christine Gardner at christine.gardner@ded.mo.gov.

WorkSmart can be accessed at: <https://worksmart.ded.mo.gov>. The CAP Section can be found by going to 'Services/Programs' and CAP/TANF.

Below are headings and information listed under the CAP Section:

Memos/Letters/Info Alerts

This section contains the following information:

- 2008 and 2009 TRE Payment Schedule: These schedules give TRE payment dates based on the pay period and data entry date.
- Action Steps for Making the Rate: This memorandum is based on a request from the WIB Directors for information on what can be done to increase work participation rates.
- CAP Actual Hours: This document provides guidance to field staff on entering actual hours.

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- Family Support Division's (FSD) Transitional Employment Benefits (TEB): This is an FSD memorandum sent to FSD field staff giving information on TEB. CAP case managers should communicate this information to TA recipients whose case is going to close.

Success Stories

This section lists a success story from Southeast and Jeff Frank regions. If your region has a success story, please send it to Central Office CAP staff for posting to WorkSmart.

Policy Manual/Guidelines

This is the most current CAP policy manual. It should be noted that when reviewing these policies, anything that is contained within the Work Verification Plan regarding activities supersedes the policies in this version of the CAP manual.

Issuances

This section lists all CAP Issuances.

References/Links

This section contains links to various state, federal, and non-profit websites. This information is beneficial when a region is trying to find new or alternative methods in serving CAP clients, or needs further clarification regarding the implementation of federal regulations.

Reports

This section is secure and contains the following reports or files.

- CAP Clients Required to be Served: This file displays all individuals required to meet the Work Participation Rate for September 2008. The file has the following information:
 - If the TA recipient did or did not count toward the federal work participation rate;
 - The number of months since the recipient has been worked with, if applicable;
 - Column explanations;
 - State statistics; and
 - Suggested ways to use the file.

Due to the required reporting of actual hours, this information will have at least a six week lag. (It should be noted only the explanation to this file was sent via email due to the size of the file.)

- 2008 Federal Work Participation Rate: This data contains the participation rate by month received from the Family Support Division, and mirrors what is sent to Health and Human Services for federal Temporary Assistance for Needy Families reporting. The summary is sorted by region, and then by county within that region, with totals.
- Work Participation Rate Analysis: This analysis contains factors that affect the rate and possible changes to increase the rate. This information has been obtained from the CAP WorkGroup, FSD/CAP, and upper-level management meetings as well as various reports. This is a fluid document that will be updated as further information is obtained.

CAP/TANF Forms

This section contains the:

- CAP Assessment (in a Word document)
- 2008 CAP Calendar

Plans

This section contains each region's Immediate Engagement plan and the Work Verification Plan. The Work Verification Plan must be adhered to by CAP effective October 1, 2008.

CAP Location Listings

This section contains the CAP Service Provider locations for each region.

Toolbox 2.0

This following information is contained within this section:

- CAP Toolbox 2.0 Desk Aid: This document contains specific Toolbox 2.0 instructions and will be updated based on Toolbox 2.0 functionality.
- CAP Toolbox 2.0 Desk Aid Complement: This document contains Toolbox 2.0 questions and answers from the field and is updated based on Toolbox 2.0 functionality.
- CAP Toolbox 2.0 Cheat Sheets: This spreadsheet contains Toolbox 2.0 objectives, services, and outcomes; applicant alerts descriptions; and recipient alert descriptions.

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CAP Calendar

This section is secure and provides information on upcoming CAP meetings or trainings.

CAP Forum

This section is secure and is a place for regions to share ideas and to ask questions. This forum was developed based on several regional trainings in which the regions asked Central Office CAP staff how other regions were handling various issues. This has been available for over a year and communicated to the CAP coordinators. There is currently only one question that was asked with no response.

Secure Info-Staff Access Only

This section is secure and contains the:

- Immediate Engagement FAQ's

I hope you find this information helpful and assists with your efforts to meet work participation rate outcomes. If you have additional questions, please contact Susan Petersen at 573/526-8266 or Susan.Petersen@ded.mo.gov , Jeri Jaco at 573/522-9581 or Jeriane.Jaco@ded.mo.gov , or Chris Gardner at 573/526-6384 or Christine.Gardner@ded.mo.gov .

DRB/SP/LW

c: DWD Senior Staff